
Jetstar consistent and reliable OTP

Winter is well and truly here! Frost, snow, fog, rain...all challenging conditions for any airline. Despite the fog, and in some parts snow, our domestic on-time performance improved with an average above 88% across our Jet and Regional networks. Results below are for departures within 15 mins of schedule:

- 85.4% Jet (+1.3 points on Apr18)
- 91.7% Regional (+5.1 points on Apr18)

In line with this positive result, our customer satisfaction scores continued to be strong in May on our domestic services.

Head of New Zealand appointment

We are pleased to announce the appointment of Shelley Musk as Jetstar's new Head of New Zealand.



Shelley is already part of the broader Qantas Group having been the Head of Jetconnect for the past seven years, based in Auckland.

In this role Shelley manages more than 600 team members, managing day-to-day operations alongside regulatory and legislative compliance, and third-party contractor management. The role has seen Shelley work closely with the key aviation, government and regulatory stakeholders in New Zealand

Shelley brings to Jetstar 27 years of aviation expertise, having also performed various roles with Air New Zealand. Shelley will join Jetstar on 15 July 18.

Qantas and Air New Zealand codeshare

Qantas and Air New Zealand have signed a reciprocal codeshare agreement that leverages the strengths of each carrier's domestic networks, making travel within Australia and New Zealand easier.

Under the codeshare Qantas intends to add its code to 30 routes on Air New Zealand's domestic network and Air New Zealand intends to add its code on 85 routes on Qantas' domestic network.



The codeshare and customer offering excludes Trans-Tasman flights and Qantas will continue to codeshare on all connecting Jetstar New Zealand services.

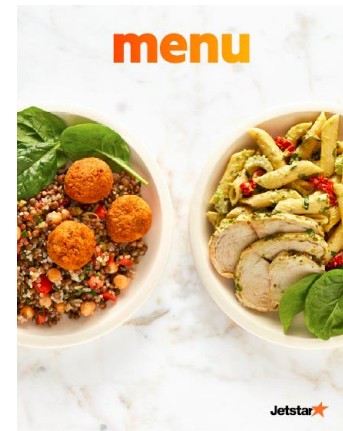
Jetstar on-board menu... more than a coffee & cookie

On our A320 fleet, the Jetstar food and drinks menu offers a wide range of hot and cold light meals, snacks and drinks.

Food isn't included with our Starter fares, but you can pre-purchase a meal or beverage on selected flights. Whilst you can purchase on board, we recommend you pre-purchase to get the meal of your choice.

Included in most of our fare bundles are food and drinks, in-flight food and beverage vouchers or an In-Flight Meal Deal. The exception is on our regional Q300 flights less than 45 minutes, where due to the short flight time, this service is not available.

For regional Q300 flights longer than 45 mins, and on short A320 WLG-CHC sectors, our Plus, Max and FlexiBiz bundle passengers receive a snack pack (which includes a drink), while Starter fare passengers can pre-purchase before they travel.



Jetstar Menu

Pre-Purchase

Jetstar accepts Visa, MasterCard, American Express, JCB, and Visa and Mastercard debit cards or a Qantas branded pre-paid travel card. There is no minimum spend or credit card fees for on board transactions.

Jetstar FlexiBiz Bundle



Our business-friendly FlexiBiz fares save you time and money and provide comfort and convenience when flying with Jetstar in New Zealand and across the Tasman. For only \$29 extra on domestic flights you benefit from:

- Additional carry-on allowance (up to 10kg – can be 2 pieces)
- Free upfront or standard seat selection
- \$10 inflight café voucher - to be used in-flight only ([Jetstar Menu](#))
- Catch an earlier or later flight on the same day at no extra charge
- No fees for date, time or name changes
- Cancel your flight and get a credit voucher, valid for 36 months
- Qantas Frequent Flyer points on all Jetstar domestic flights

FlexiBiz from Jetstar – a lot more for a lot less when you're travelling for business.

Jetstar sponsor Wellington Chamber of Commerce Pre-Budget Lunch



Jetstar proudly sponsored the Wellington Chamber of Commerce Deloitte Pre-Budget Lunch with Finance Minister Hon. Grant Robinson. Jetstar supported the event in May with some fabulous prizes in association with Pacific Resort Hotel Group.



Winner of a luxury week for two to Rarotonga. Flying Jetstar direct from Auckland to Rarotonga, **Melika King** from Craigs Investment Partners will enjoy 7 nights at the Little Polynesian Resort.



Celebrating Jetstar's 11th domestic route, **Karl Williscroft**, also from Craigs Investment Partners, will enjoy return flights for two flying with Jetstar from Wellington to Queenstown.

New Zealand's future pilots

Jetstar this month announced a partnership with Massey University in New Zealand to train the next generation of pilots.

Part of the Qantas Group Future Pilot Program, the partnership will give students the opportunity to be mentored by experienced Qantas Group pilots throughout their studies at Massey and, if successful, transition to flying for Jetstar's regional operation in New Zealand.



Applications are now open with the first intake set to commence in June 2018. For more information click [here](#).

Qantas expands B787-9 fleet

The Qantas Group has announced an order for six additional Boeing 787-9s. This will take Qantas International's Dreamliner fleet to 14 by end of calendar year 2020 and will enable the accelerated retirement of its last six 747s.

The 787-9 is around 20 per cent more fuel efficient than the 747 and has significantly lower maintenance costs. Combined with the airline's A380s, A330s and 737s, the additional 787s will allow for further utilisation improvements to the Qantas International network.

The first of these additional 787-9s is due to arrive mid-2019.



ID check at check-in

Please don't be offended. It is quite common to be asked for ID at check-in despite utilising the e-kiosk facility. CAA requires all airlines to know who is on board a flight, and it is particularly important in the event of an incident.

On occasion, unwanted airline tickets have been offered for sale via third-party websites. This is in breach of company rules and airlines can deny boarding to anyone with a ticket that is not in their name, and in some cases, refuse to carry the passenger on future flights.

Congratulations New Zealand Post



New Zealand Post had a big night at the EY New Zealand Procurement Excellence Awards in May. They won the Sustainability Project of the Year for their work in social procurement. They also won the Supreme Award, which was the overall prize across all categories.

NZ Post uses Jetstar within a healthy airline mix throughout New Zealand, realising a significant cost saving as a result.

Did you know...?

Of more than 37 million fares sold by Jetstar last year, two thirds were for less than \$100

Jetstar dedicated industry support

Web: [Jetstar Information Centre](#)
Live Chat: [Jetstar Live Chat](#)
Phone: 0800 284 510 (0800-2230 NZST)
Email: sales@jetstar.com

Live Chat will get you in touch with us fastest, but phone wait times are generally short. We attempt to reply to emails within 24 hours.